Recovery as a Service Using PlateSpin Protect and PlateSpin Forge

IT Service Providers can increase revenues and decrease customer headaches by offering Recovery as a Service (RaaS) with PlateSpin® Protect and PlateSpin Forge® from NetIQ®.

SOLUTIONS
Disaster Recovery

PRODUCT
PlateSpin Forge
PlateSpin Protect

Introduction

Established enterprises and startups alike want to avoid the high cost and complexity of traditional disaster recovery (DR) solutions, but they still need to meet the availability demands of their business users. High availability and synchronous replication solutions are often prohibitively expensive, and overnight backups that use tape cannot meet required recovery point objectives (RPO) and recovery time objectives (RTO).

However, IT service providers can offer enterprise customers a cost-effective solution that meets enterprise performance demands: Recovery as a Service (RaaS). RaaS is an innovation in disaster recovery: the enterprise outsources its disaster recovery infrastructure to a service provider, while keeping production servers on-premise. With this system in place, service providers build out a highly-scalable RaaS offering on shared or dedicated infrastructure, while enterprise customers replicate and protect their server workloads onto the RaaS infrastructure.

At NetIQ, we realize that building such an offering requires flexible, scalable replication tools that can service many different server platforms and OS types: physical or virtual, Windows or Linux. PlateSpin Protect and PlateSpin Forge are the ideal solutions to these RaaS-related challenges.

PlateSpin Protect and PlateSpin Forge

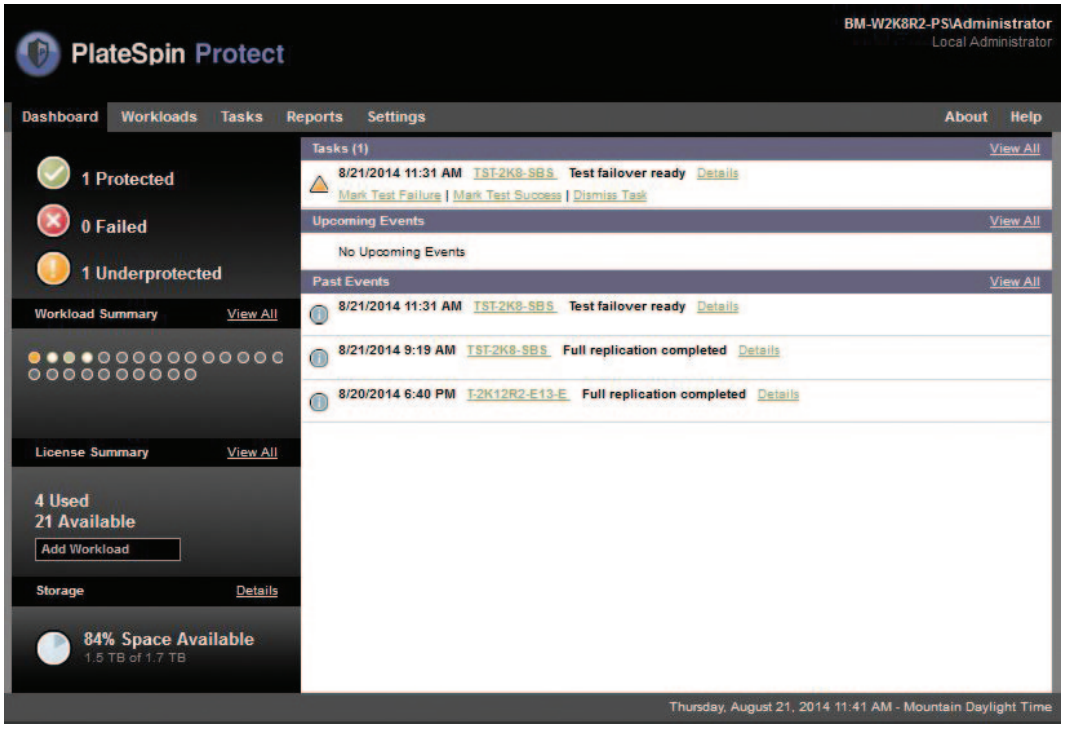
NetIQ offers two convenient options for organizations looking to build a robust DR solution with aggressive RPO and RTO. PlateSpin Forge is an all-in-one hardware appliance combining replication software, management software, storage and embedded virtualization technology, all in a single high-performance rack-mounted server. PlateSpin Forge ships with everything needed to begin protecting up to 40 or more customer server workloads right out of the box. Just unpack PlateSpin Forge and plug it into the data center. It's that simple.

If an organization already has a sizable VMware environment, PlateSpin Protect is an equivalent pure-play software solution that leverages the excess capacity in the virtual infrastructure for the replication and recovery environment.

Both NetIQ solutions protect multiple types of physical and virtual server workloads in the same manner—by creating and continually replicating warm-standby virtual machine copies of production workloads. In contrast to most other DR and backup products that protect only data, PlateSpin Protect and PlateSpin Forge protect the whole server workload, including the operating system, middleware, applications and data.

NetIQ DR solutions feature scheduled replication. Administrators can adjust the replication schedule depending on two factors: how critical a production workload is (desired RPO), and the available network bandwidth. For example, a file server may be backed up every 20 minutes while a less critical internal web server may be backed up every 12 hours. Scheduled replications have a much smaller impact on the performance of the source server than continuous replication, which uses resources to constantly monitor and push out changes. Customers can configure multiple recovery points if they ever need to recover or test at a previous point in time.

Both PlateSpin Forge and PlateSpin Protect also offer an intuitive web-based interface for



The intuitive PlateSpin Forge and Protect web interfaces enable your customers to easily set up replications and check the status of the individually protected workloads. Workloads are either "Protected", or find themselves in the "Failed" or "Underprotected" state, if an external issue prevents the replication from being executed correctly. All this information is easily retrievable in a centralized dashboard.

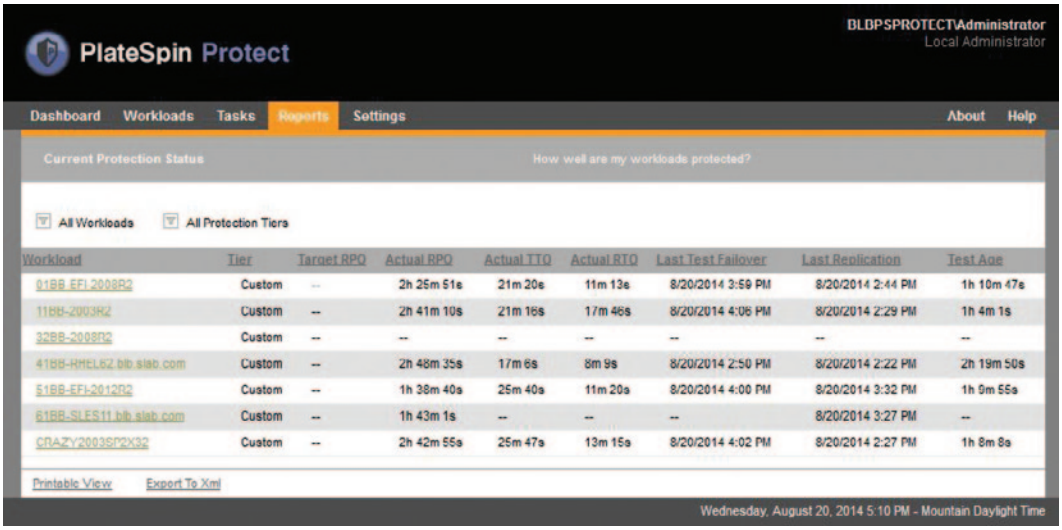
managing, monitoring and reporting on all aspects of workload protection and recovery. A dashboard enables users to view the status of their protection plan at all times and receive actionable alerts via a mobile device.

RaaS: Storage + Infrastructure, as a Service

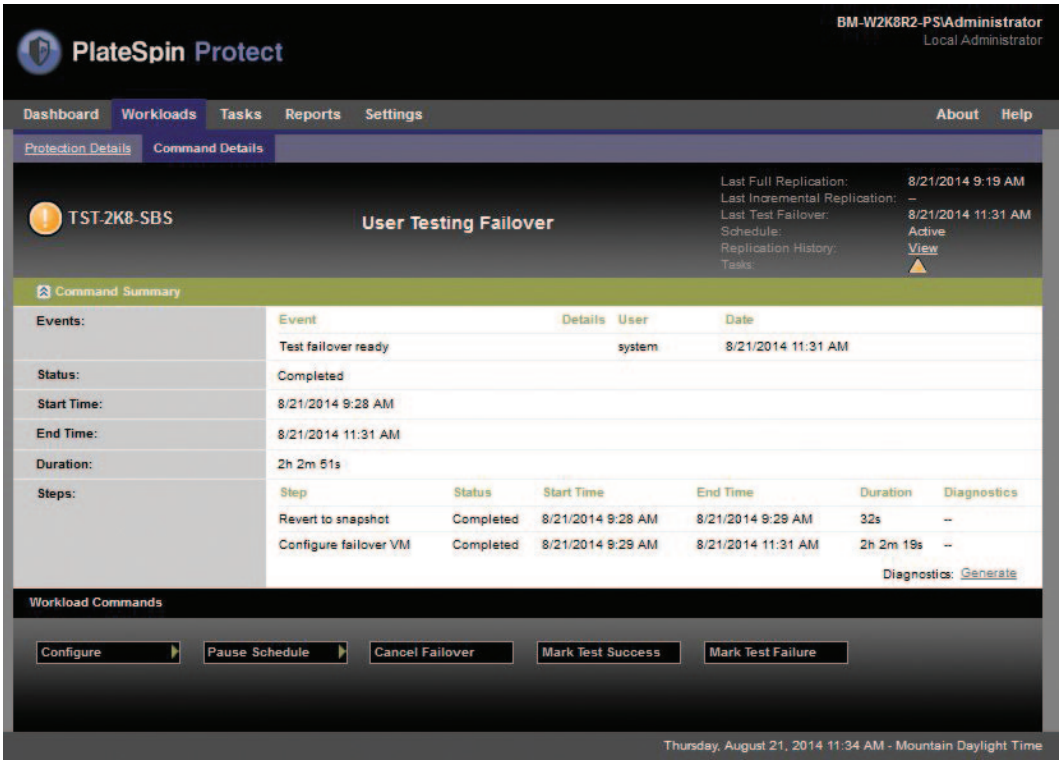
But of course, backing up data is only part of the story. Customers have to recover from an event—to get things back up and running again as quickly as possible. Then, they have to restore their environment and get it back to a functional production environment. Think of what happens when someone gets a flat tire. He or she will pull over and put on the temporary doughnut tire—that's recovery. It's the quickest way to get back on the road. But a person can't drive like that indefinitely. At some point, he or she will need to replace or repair the original tire. That's the restoration phase—getting back to the way things were during normal production. And it's a phase many so-called DR solutions overlook.

Customers may already have access to Storage as a Service in the form of a secure, local alternative to DropBox, OneDrive and Google Drive. Storage as a Service is great for documents and files, but not DR. Imagine how long it would take to move all the data of a single server to those storage services. Then remember that disasters rarely affect just one server. When an unplanned outage occurs, RaaS means the warm-standby virtual machines power on and run in the service provider's recovery environment, quickly restoring IT services and automatically switching over users and IP connections. The protected workloads run just like the production ones, but now in a recovery environment.

If the original servers need to be replaced, NetIQ DR solutions allow the recovery workloads to be failed back onto any available physical server or virtual host, even if the new environment includes hardware or hypervisors from different vendors, or other hardware models than previously used. If the



For more detailed information on the protected workloads, your customers can consult the Reports tab. It shows them for each workload if the RPO and RTO objectives are being met, based on information from recent test recoveries. The information can easily be exported or formatted for printing.



Testing the protected workloads is a crucial element of any service continuity or disaster recovery plan. In PlateSpin Protect and Forge, testing a replicated workload is as easy as clicking a few buttons. The replicated workload can be brought up in a "sandbox", on an isolated network, so that it does not interfere with production systems.

original servers can be repaired, admins can fail the workloads back to the originals with a simple synchronization of only the data that changed while the workloads were running in the recovery environment—this is much faster than copying the workloads entirely.

Finally, PlateSpin Forge and PlateSpin Protect provide customers with risk-free one-click testing. Best practices recommend that IT professionals test recovery solutions at least once every six months. In today's business world, those few months can be an eternity. That's why NetIQ DR solutions offer easy testing that never impacts users or production. The target workloads are isolated in a virtual test network, and recovery tests can be performed monthly or even weekly to ensure recovery plans are up-to-date.

Conclusion

PlateSpin Forge and PlateSpin Protect offer service providers a unique combination of simplicity, ease of use and affordability. Whether you're interested in the PlateSpin Forge all-in-one DR appliance, or a PlateSpin Protect DR solution to use with your VMware environment, contact us today to learn how NetIQ can help you protect your customers' physical and virtual server workloads easily and inexpensively.

About NetIQ

NetIQ is a global, IT enterprise software company with relentless focus on customer success. Customers and partners choose NetIQ to cost-effectively tackle information protection challenges and manage the complexity of dynamic, highly-distributed business applications.

Our portfolio includes scalable, automated solutions for Identity, Security and Governance and IT Operations Management that help organizations securely deliver, measure, and manage computing services across physical, virtual, and cloud computing environments. These solutions and our practical, customer-focused approach to solving persistent IT challenges ensure organizations are able to reduce cost, complexity and risk.

To learn more about our industry-acclaimed software solutions, visit **www.netiq.com**

Worldwide Headquarters

515 Post Oak Blvd., Suite 1200
Houston, Texas 77027 USA
Worldwide: +1 713.548.1700
U.S. / Canada Toll Free: 888.323.6768
info@netiq.com
www.netiq.com
http://community.netiq.com

For a complete list of our offices in North America, Europe, the Middle East, Africa, Asia-Pacific and Latin America, please visit **www.netiq.com/contacts.**

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